



HERITAGE

SECURITY SERVICES

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KENNETH MOLLER
PRESIDENT

November 3, 2010

Dear Fellow Transit Systems Security Employee,

This letter is to inform those of you that did not attend the recent meetings held by Transit Systems Security, as well as to confirm to those who were in attendance, that the majority of issues verbalized at those meetings are being immediately addressed. We heard you:

1. The issue of using personal cell phones to make company calls has been stopped. The Company issued Blackberries are now programmed for local calls, to be used when contacting supervisors, Trolley Control or any other company business.
2. The lack of restrooms at some satellite stations has been addressed with MTS and TSS officers will be issued keys to the facilities provided to MTS personnel at the locations without public restrooms.
3. All officers without bulletproof vests have been scheduled to be fitted.
4. Leather gear and .38 caliber weapons will be issued to all employees that need them.
5. The current supervisor training is being re-vamped to insure consistency and compliance with company standards.
6. 832PC training will be done on a seniority basis, by date of assignment.

We have been informed that these deficiencies were brought to the attention of TSS supervisors in the past but they apparently fell on deaf ears. It is our intention to immediately correct the issues identified among our supervisor ranks, including re-training all supervisors to meet TSS expectations.

Concerning the misinformation regarding wages, we provided everyone who attended the meetings with all of the facts concerning the TSS contract with MTS, and the company's financial information, and made copies of the MTS contract for all of you who asked for it during the meeting and after. Anyone else who is interested can request a copy from the Human Resources Director, Dana Froehlich. As we discussed in detail, we have to follow the MTS contract and its requirements, including the wages paid to all officers according to time in rank and grade.

There continues to be a lot of uncalled for name calling and derogatory statements made regarding the company and its management over issues of which we had no knowledge. Most of the problems that have now been reported by our employees are being addressed, and could have been avoided if upper management had been properly and fully informed about them. To prevent a repeat of this situation, each watch is being directed to designate one or two officers as grievance committee representatives for the purpose of contacting me directly, in person or by phone, whenever you feel it is needed. I am encouraged that a number of you have expressed interest, and look forward to rolling this program out.

On Tuesday, November 9th and Wednesday, November 10th, you will be given a chance to vote by secret ballot on the issue of unionization with the SPFPA. This will be a majority vote, based entirely on the